Ally Online User Manual

New Users

Creating an account
To use Ally, you must first create an account. We ask for your e-mail address so that we can verify that you are a human. Staff members will only be able to see the information that you submit through applications.

- enter your name, valid e-mail address, and password of over 6 characters
- click 'Register'
- you will then be e-mailed a confirmation to verify your e-mail address
    - click the verification link in the e-mail
- you can now login

Logging in
- enter your e-mail address and password that you supplied when creating your account
- click 'Log in'

Applicants

As an applicant, you may create, save, submit, and re-submit as many applications as you like. Please be aware that the IHA does respond to applications within 2 weeks of submission. If you are already a working volunteer, you can request to use the volunteer features of Ally (see below).

Submitting an application
- From the sidebar, select 'Applications'
- Select the 'Submit' tab
- Click 'continue' after reading the letter
- select the checkbox to indicate that you agree to the code of conduct
- fill out the application
- you can click 'save' to save the application and come back to it on a later date,
- or you can click 'submit'
    - ☐ after previewing your application, click 'submit'
    - ☐ if you wish to change something click '<- back'

Saving an application
- If you wish to come back to your application at another time, select 'Save' at the bottom of the application page, and you will be able to return to it when ever you like

Viewing your applications
- From the sidebar, select 'Applications'

Editing a saved application
- View your list of applications (see above)

- find the application you wish to edit, and click 'edit'
- after making changes, if you are not ready to submit your application, do not forget to click save again

Resubmitting an application
- You can edit and resubmit any previously submitted application by finding that application in your application list (see above) and clicking 'resubmit'
- when you click 'save' or 'submit'

Already a volunteer? request to use the volunteer features.
- From the sidebar, select 'Already a Volunteer?'
- *click 'Request Approval'*

Volunteers

Submitting feedback
- From the sidebar, select 'Feedback'
- Select the 'Submit' tab
- Enter your feedback
- click 'Submit'

Viewing submitted feedback
- From the sidebar, select 'Feedback'

Submitting hours
- From the sidebar, select 'Hours'
- Select the 'Submit' tab
- find the month container the days that you want to submit hours four
  - ☐ you can use the 'jump to' drop downs, or navigate using the next and previous month buttons
- enter the hours that you volunteered
  - ☐ you can use any number, including decimals
- click 'Submit'

Viewing hours
- From the sidebar, select 'Hours'

Requesting a recommendation
- From the sidebar, select 'Request Recommendation'
- Select the 'Submit' tab
- Enter some information about your request
  - ☐ who it is for, when it is do, and any other important information
- Upload a file or form in necessary
- click 'Submit'

Staff

Viewing applications
- From the sidebar, select 'Applications'
- To view a specific application

- ☐ find the application by browsing through the list or using the search in the upper right corner
- ☐ click 'View application'
  - ☐ note: you can view a volunteer's application by selecting 'View application' from the 'Volunteers' page

Processing applications
- View the application to process (see above)
- Click 'Approve' or 'Deny'

Viewing hours submitted by volunteers
- From the sidebar, select 'Hours'
- note: to view a specific volunteer's hours, click 'View hours' from the 'Volunteers' page

Viewing feedback from and about volunteers
- From the sidebar, select 'Feedback'
- To find specific feedback:
  - ☐ you can search for feedback in the upper right corner
  - ☐ you can browse through the list
  - ☐ to view feedback about or from a specific volunteer, you can click 'View feedback' from the 'Volunteers' page

Submitting feedback about a volunteer
- From the sidebar, select 'Feedback'
- Select the 'Submit' tab
- Search for the volunteer you would like to submit feedback about
- Select the volunteer from the list of results
- enter your feedback
- click 'Submit'
  - ☐ note: you can directly submit feedback about a volunteer without searching, by click 'Submit feedback' from the 'Volunteers' page

Processing volunteer requests
New users who may have gone through the application process before your organization started using Ally may want to have access to Ally's volunteer features, without going through the application process. Such users can submit 'volunteer requests'. For each request, verify that the user is a working volunteer and approve or decline the request accordingly.

- From the sidebar, select 'Volunteer requests'
- Find the request you wish to approve or decline
  - ☐ you can browse through the list, or search in the upper right corner
- click 'approve' or 'decline'

Fulfilling recommendation requests
- From the sidebar, select 'Recommendation requests'
- Find the request you wish to fulfill
  - ☐ you can browse through the list, or search in the upper right corner
- When you find the request, you can download any submitted files, and uploaded your own files

- when finished, you can mark the request as fulfilled by clicking 'fulfilled'